

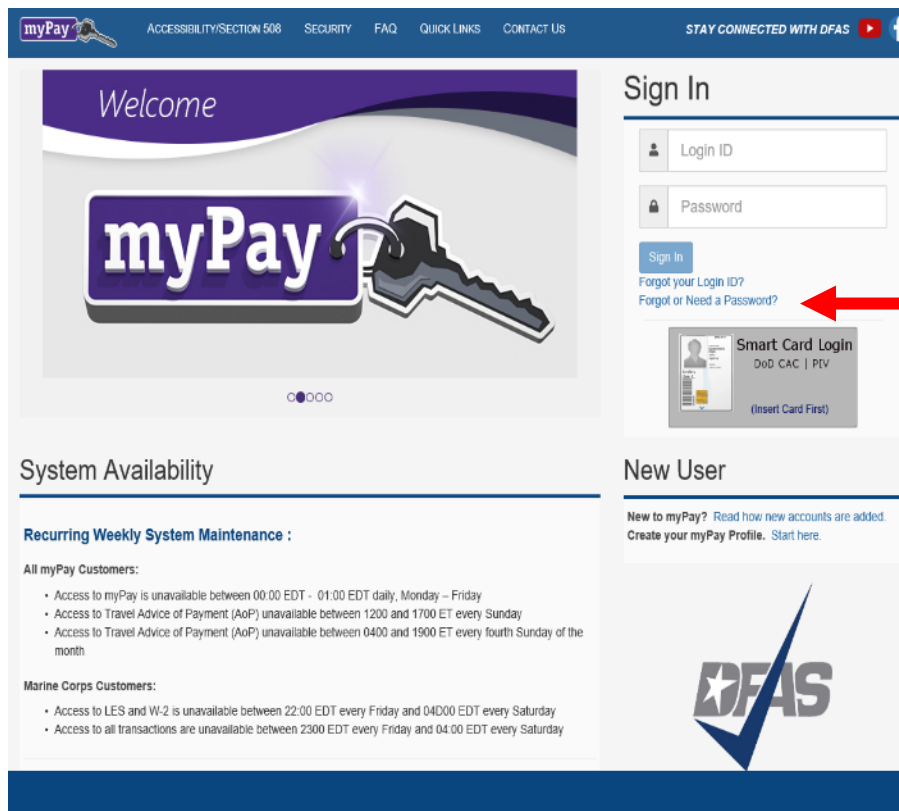
# New to myPay? How to Get Started

myPay provides convenient access to a range of information about your payments, and lets you easily update your contact information or your federal tax withholding, submit your annual certification, or download your tax documents. And when you have an email address in myPay, you can receive important email messages from DFAS about your pay account and information from your loved one's branch of service.

If you've never used myPay, you can request an initial password on the myPay homepage using the "Forgot or Need a Password" link. The password will be mailed to the address you have on file with DFAS and you will receive it in about 10 business days. Once you receive your password in the mail, you can return to the myPay homepage and login with your social security number and the password you received in the mail to create your myPay profile. Just follow the steps below.

myPay is available using the internet from your computer or your mobile device browser at: <https://mypay.dfas.mil>

1. Click the "Forgot or Need a Password" link on the myPay homepage to request a temporary password



2. Enter your Social Security Number, check the box affirming you are the account owner, and click "Continue"

**FORGOT OR NEED A PASSWORD** ×

**USE THIS PROCESS** if you have lost, do not remember or have not received a Password. This process will determine if you can reset your Password online by answering established Security Questions for Password resets, or if we can email or mail a new temporary Password.

**THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.**

**OR**

18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the credentials you enter are not your own, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of anything obtained via this unauthorized access, plus up to five years imprisonment.

I am the individual associated with the information provided above and I elect to continue with this transaction.

**Required to continue.**

3. Choose "mail to my address of record with Military Retired" and click the "Send me a Password" button. Your temporary password will be mailed to your address on record with Retired and Annuitant Pay. You should receive it in about 10 business days.

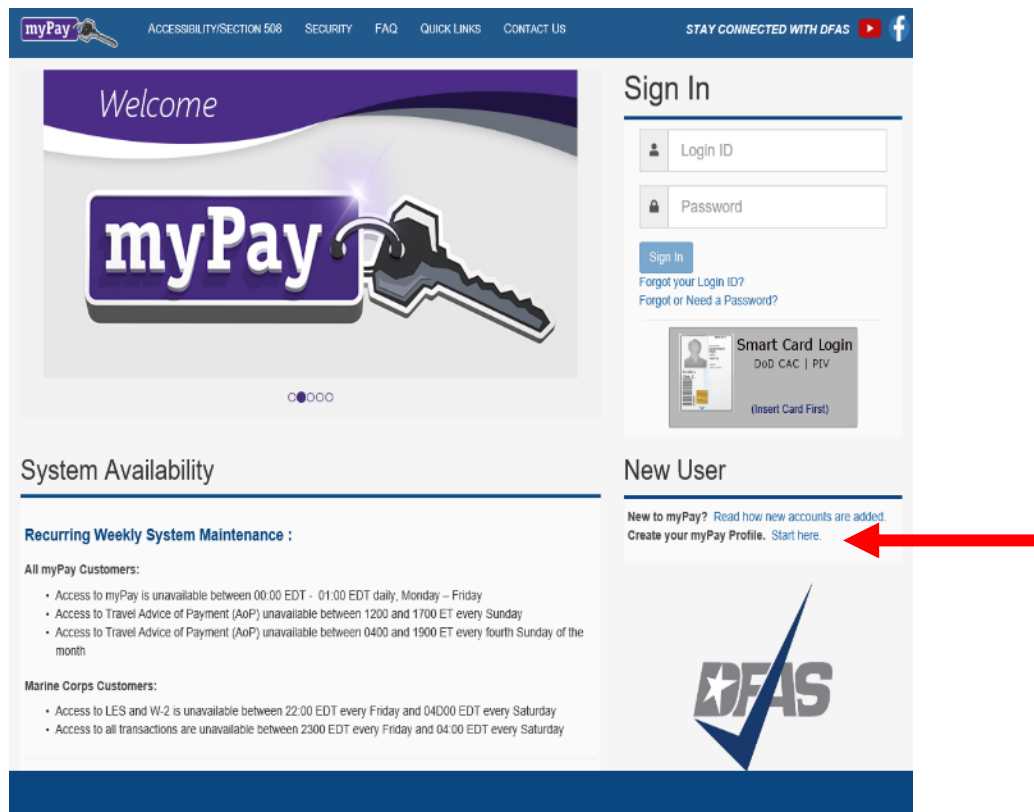
**FORGOT OR NEED A PASSWORD** ×

Please select only one (1) of the following:

- Mail to my address of record with Army Military Retiree
- Email directly to my Personal Email registered in myPay

Email request should be received within one hour.  
Mail delivery time will vary and may take up to ten days.

4. Once you receive your temporary password, return to the myPay homepage, go to the New User Module and click the “Start here” link.



5. Create your account by entering your Social Security Number and your temporary password and click the “Submit” button.

The image shows a form titled 'CREATE YOUR ACCOUNT ACCESS'. The form contains the following text: 'This feature is for customers who have not created a Login ID for account access.' followed by three bullet points: 'To create a Login ID and profile you will need your Social Security Number and a temporary Password.', 'Your initial temporary Password will automatically be generated after your pay has been established. For more information on when to expect your first Password, read about how new accounts are added.', and 'If 30 days have passed since you started receiving pay and you have not received your initial temporary Password, request one now.' Below the text are two input fields: 'Social Security Number' and 'Password'. Two red arrows point to these fields. At the bottom right of the form is a 'Submit' button.

## 6. You will be prompted to create a Login ID and a permanent password.

CREATE YOUR ACCOUNT ACCESS

**Due to Security Requirements, you are required to establish a Login ID.**

- If you need help on how to pay, contact the Centralized Customer Support Unit at 1-888-DFAS411 or 1-888-325-7471, commercial (210) 522-9390, or Delaware Betting Network (DN) 836-9090 (see FAQs for more options).
- If you have specific pay account-related questions, contact your customer service representative as listed under the Frequently Asked Questions.

**Login ID:**

- Your login ID must not be less than 6 or greater than 120 characters.
- Your login ID must contain alpha or numeric or a combination of alphanumeric characters. It may also contain @, \_ and -.
- Spaces are not allowed within the Login ID.
- Cannot be a number.
- **NOTE:** An email address can be used as a Login ID.

Enter your Login ID:

**You are also required to establish a new Password. Please establish a new Password by entering the desired Password twice.**

**Password:**

**The password must:**

- Be 8 to 20 characters in length
- Contain at least one uppercase letter (A-Z)
- Contain at least one lowercase letter (a-z)
- Contain at least one number (0-9)
- Contain at least one of the following special characters: ! @ \$ % ^ \* + = , \_
- Change at least five characters from your previous password

**The password cannot:**

- Contain spaces
- Be one of your last five previous passwords

**Password Pitfalls: Avoid creating passwords that use:**

- Dictionary words in any language.
- Personal information: Your name, address, driver's license, passport number or similar info, middle.
- Sequences or repeated characters. Examples: 12345678, 123222, abcdab, or adjacent letters on your keyboard (qwerty).

The password will expire in 150 days.

Enter your password:

Re-enter your password:

## 7. Follow the on-screen instructions for creating your Login ID and Password, then select Create Account when finished.

## 8. Your Login ID and password are the keys to keeping your annuity pay account current, so be sure to remember them!